

**Making Collaboration Work**  
The Fundamentals of Social Management

**Communication – Communication – Communication**  
Effective Communication Guidelines

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**Agency Management**

- To identify & bring necessary interests/local expertise to the table
  - Specific responsibilities – what will be expected of the participants
  - Specific commitment – what are the expected time requirements
- To provide support for collaborative work
  - Facilitation – professional and unbiased
  - Documentation - materials and action
  - Facilities – comfortable, a conducive and "safe" setting for all
- To provide tools that contribute to effective communication
  - Collaboration 101
  - Common understanding of purpose, issues & terminology
  - Ground rules!!!

**Public Responsibility**

- Identification of representatives/local expertise to participate in collaborative efforts
- Empowerment of representatives to understand issues – "Land Management 101"
- Commitment to honesty
- Empowerment of representatives to officially represent their communities

**Communication Ground Rules**

- Face to face
  - Respect for others values
  - Expected & enforced civility
    - Identify red flag words and delete from discussion
    - Delete "you" from discussion
    - Facilitator and group action that support civility
  - Focus on solutions/how to overcome barriers to address specific concerns

- Email – Establish a process at any initial meeting of a group!

- For efficiency establish a consistent “Subject” identification used on all email exchanges

#### **USGS-TM: .....**

- For efficiency and common understanding require that exchanges are “Reply All” and include complete content of exchanges

A complete record of issue discussions facilitates on-going discussion without having to save multiple messages or having to refer back to previously saved messages. And, “Reply All” insures that all members of a discussion have the exact same information to work with.

- Limit each email note to one issue.
- Change the stated issue whenever a new issue is offered for consideration or discussion.

#### **USGS-TM: EVALUATION**

#### **USGS-TM: WEBSITE**

- Establish same ground rules as for face to face communication
  - Respect for others values
  - Expected & enforced civility
    - Identify red flag words and delete from discussion
    - Delete “you” from discussion
    - Facilitator and group action to support civility
  - Focus on solutions – how to overcome barriers – to address specific concerns

#### **QUESTION ASKED:**

How can an agency office reach the general, unorganized OHV public?

Communication resources and contact points for the general OHV public:

- State and national organization membership lists and data banks including NOHVCC, American Motorcyclist Association and Blue Ribbon Coalition.
- Local dealership referral – ask for contact information on well-known and respected local riders and drivers
- Websites – agency and OHV clubs/organizations (click on how to contact)

- OHV competitive, activity and expo events
- Popular staging areas
- State association and club communication networks (often reach beyond the group memberships)
- Dealerships

## **Communication Tools**

“Environmental Intervention Handbook for Resource Managers – Steps for Shaping Recreationist Behavior”

For booklets and CDs contact:

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